

Clerical and Office Branch  
Typing and Secretarial Group  
Executive Secretary Series

EXECUTIVE SECRETARY

6/95

### *Summary*

Under direction, perform highly responsible complex, varied paraprofessional functions to provide and supervise secretarial, clerical support and office management services for a top echelon City official or executive in charge of a group of general government or other functionally related service departments, a highly specialized or technical professional staff function directly accountable to the Mayor & Council, or a major public utility, district or operating agency independently governed by an administrative board.

### *Typical Duties*

Perform secretarial and administrative duties. Involves: scheduling and maintaining a calendar of appointments for the department head; screening calls and visitors to the department head; making travel arrangements and preparing itineraries; independently composing correspondence as delegated on behalf of and for signature of supervisor; transcribing dictation of correspondence, reports and memoranda; arranging meetings and conferences and assuring required materials are prepared; arranging, recording and taking minutes of board and committee meetings; coordinating activities with other departments.

Oversee departmental office administration. Involves: maintaining inventory and requisitioning office supplies; reconciling and forwarding requisitions for departmental budget accounts; establishing and maintaining filing systems. Participating in or arranging for administrative, operational, personnel and other departmental research studies and special projects, as assigned; preparing summaries and reports of findings; advising department personnel of new and revised policies, procedures and related information and assisting department head in the planning and enforcement of department policies and administrative improvements; reporting on the merits of recommended changes in organization and policies; exercising discretion and judgment on related matters.

Assist in ensuring that requests for action or information are met. Involves: reviewing and distributing incoming correspondence; receiving complaints from the public and preparing complaint notices; researching complaints or directing them to proper division or department; following up on complaints to assure timely resolution; providing requested information to the public; making presentations on department matters to officials, employees and the general public.

Supervise, train, and evaluate a small clerical staff. Involves: assigning, instructing in, directing, checking and guiding to overcome difficulties with work; explaining and enforcing personnel rules, reviewing and assessing work behavior and results.

Perform related clerical and administrative duties as required. Involves: substituting, if assigned, for department staff during temporary absences by performing specified duties and responsibilities essential to maintain continuity of operations and similarly performing any duties of subordinates, if necessary; preparing materials for and scheduling awards and certificates to be presented at City Council or other board meetings, as assigned; operating modern office equipment such as typewriter, word processing and computerized input and retrieval systems.

### *Minimum Qualifications*

Training and Experience: Completion of an Associate's Degree in Secretarial Science and six years of progressively responsible secretarial experience including three years of office management experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Comprehensive knowledge of: office practices and procedures; English grammar, spelling and punctuation. Good knowledge of: the use and care of office equipment; the functioning of a municipal government.

Ability to: tactfully screen visitors and callers; compose correspondence; locate, compile and organize information; maintain an appointment calendar; plan and complete work without close supervision; proofread documents and detect errors; courteously and tactfully obtain and provide information; explain policies, procedures, rules and regulations; express oneself clearly and concisely, both orally and in writing; establish and maintain effective working relationships with fellow employees, officials and the general public; organize and implement filing systems; prepare reports.

Skill in: taking minutes; operating word processor and typewriter (65 words/ minute), transcriber and common office machines.

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Director of Personnel

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Department Head